

Waukesha County Communications (WCC)
Dispatch Operations Commission
Meeting agenda & summary notes

Chair – Donald Wiemer

Co-Chair – John Dahms

Commission Members

Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Scott Taubel and Daniel Tushaus

Meeting Date: 02-13-06 **Time:** 13:00 – 15:00 **Location:** Waukesha County Highway Division.

Present: John Dahms, Jeff Johnson, David Reid, Kaye Schwartz-Kumbier, Steve Marks, Richard Tuma, Daniel Tushaus, Don Wiemer, Matt Pinter, Mark Mader, Dick Manke, Rick McMillin, Allison Bussler, and Denise Wingenter

Meeting Agenda

Topic(s) To Be Discussed:

Approve minutes of January 9, 2006 meeting

System Update (including summary report of Inquiry Forms, staffing, dispatch times, and EMD Process – dispatch alternatives)

Technology Committee Report and Recommendations

Police Protocols Committee Report and Recommendations

Fire Protocols Committee Report and Recommendations

Summary Notes

Approve minutes of January 9, 2006 meeting

Motion made by Dan Tushaus.

Seconded by Steve Marks.

To approve the minutes with the spelling change of Greg Jezak's name on the last page and to remove Matt Pinter from the being present.

Motion passed unanimously

System Update (including summary report of Inquiry Forms, staffing, dispatch times, and EMD Process – dispatch alternatives)

1. **January 2006 Times:**

Q & A's for EMD dispatch times were at 105 seconds for 90% of the calls. WCC has met six of the seven categories of accreditation. Fire calls were dispatched within 97 seconds for 90% of the calls. Police calls were dispatched within 92 seconds for 90% of the calls. This is the first time WCC has been able to capture police times by using Cad input and by listening to the recorder.

Medical Priorities was in for training and recommendations on the use of our card sets. They brought to our attention that we are having the same problems other dispatch centers have, specifically on questions being asked. We need to listen better so not to ask questions when the answers to those questions were already given within the conversation.

Telecommunicators with low scores have been given extra training to bring up their scores. Because of this training we have better Q & A and times.

Richard Tuma gave the following example of Dane County's EMD times:

29 seconds to verify the address
68 seconds to launch Q&A
47 seconds to dispatch to call
144 seconds total time

Medical Priority says it generally should take 30 seconds to ask the key questions and another 30 seconds to dispatch the call. Dispatch times for other centers using this program are between 112 – 154 seconds. WCC is at 105 seconds with 90% of the calls.

2. Options:

There are two options: 1) go to Plan B, send the call to the dispatcher with an address, phone number, chief complaint as given by the caller, age, conscious, breathing, the call taker will ask all six entry questions. The problem being that Plan B prevents fire departments from using automatic aid effectively. If we go with Plan B the call will get dispatched faster, but the fire agencies won't get any determinants. WCC will have to update them as the information comes in but CAD can't re-tone. Option 2) go to Plan C, which allows for the Plan B concept for police but still allows the fire departments to be dispatched using the current system. This plan has some of the same issues for police as in Plan B, plus some other issues that could contribute to a limited response by police, and call processing issues especially with call taking.

Dan Tushaus wants to know if this issue is being addressed by APCO. Richard said, "He hopes so." Richard wants to wait for the APCO study and to review what they recommend before any decisions are made. If WCC were to go with Plan B it would take 45-60 days to get the information into the system because we need the TB natures and the response plans, and Fire hasn't provided that.

Allison Bussler, the Chief of Staff wanted clarification of Plan C. Richard explained that with Plan C the call taker would get very general information and that would create a law record only. The police dispatcher could then dispatch this incident, while the call taker would continue to obtain information from the caller and then update the incident with enough data to create the fire incident with a TBNature that includes a "determinant".

Dave Reid stated that police want Plan C to be implemented before the APCO study is completed.

Matt Pinter would like to wait for the APCO study before making any changes.

Steve Marks would like to go ahead and begin implementation with Plan C right away.

Dan Tushaus' concern is for public safety. By not going to Plan C would be a disservice to the public. It may only be 5-7% of the complaints, but if it means faster responses he also wants to go to Plan C.

Richard Tuma stated that he would need response plans for the TB natures based on 11.2 before Plan B or C could be implemented, and he's still waiting for fire to give him that information. Richard again stated he would prefer to wait for the APCO study. Richard wants to wait until we go to 4.5, change the way we dispatch and load in the TB natures sometime after March 7, 2006. Richard was concerned with the fact that if a call is cancelled on the police side and then an update comes in, the call is gone and now it can't be updated. It would cause confusion. Chief Tushaus stated it would probably effect his department the most but they have already planned on how to response with this alternative method of dispatching is used.

Steve Marks agrees with Dan Tushaus in that we should at least be working towards Plan C. Steve Marks noted that the public is happy to have somebody there, be it police or fire.

Richard stated that some departments don't use radios and won't get the updated information.

Don Wiemer asked which fire agencies don't use radios?

Richard read a list of agencies who have put in requests for more radios which include Big Bend Vernon, Harland, Delafield, Okauchee and Lisbon.

Don Wiemer wanted to know where was this support down the road?

Jeff Johnson stated that a lot of the fire agencies voted on Plan B, but now have more information and are now more educated on how it would affect them and they prefer Plan C.

Rick McMillin noted that Spillman will try to fit information into 4.6, so an ambulance can be toned out, but the earliest that may happen would be the end of May 2006.

Don Wiemer makes a motion to go with Plan C. Dan Tushaus seconded the motion. All were in favor.

Dan Tushaus has a concern with the volume of radio traffic. He questions if WCC needs more telecommunicators on radio.

Richard Tuma acknowledged the issue same and noted that Waukesha County Sheriff's Department is the busiest talk group. He also stated that because the MDTs were down a couple of times last month that may have been why January's talk group times weren't where they should have been. Dan Tushaus requested a percentage of times being used on the radio for the next meeting. Richard Tuma will ask the Radio Tower to do an analysis for a month. There's no way to get past information.

Matt Pinter expressed concern that if the above-mentioned agencies want more radios, that would cause a lot more radio traffic.

John Dahms asked if it has been reviewed that in a pod there would be a police and fire dispatcher and their own talk group. Richard Tuma said that multiple talk groups with fire could be the way to go.

3. SOP Changes:

Kaye Schwartz-Kumbier stated that the only change was the severity codes. Dan Tushaus made a Motion to approve the SOP modifications. Don Wiemer seconded the Motion. All were in favor.

4. Technology Committee Report and Recommendations:

Richard Tuma gave a brief report on the status of the contract with IPMobileNet. A schedule will be forthcoming that will enable all the agencies to plan for the conversion from the old system to the new system. The March 7, 2006 cut over date has been approved.

5. Police Protocols

Dave Reid stated that verifying the address is still a major concern. It also makes our times slower when we're not initially given the correct address. Dave is concerned that the GEO base may not be updated. Dave appreciates all the work that Sheri Stigler has done with her attention to listening to calls and addressing concerns before the agency even requests an inquiry. Richard Tuma noted that in Wisconsin there is no legislation on PDX or Centrex phone systems which causes the 9-1-1 system to provide the billing address-not where the address where the call is actually coming from.

6. Fire Protocols Committee Report and Recommendations:

Jeff Johnson recommends a special sign on for the CAD system for remote sites to be used when heavy storms are in the area. Jeff Johnson spoke with Rick McMillin about this. Rick McMillin stated that due to the heavy calls and radio traffic that storms bring, he suggests a sign on where the agency can view CAD screens, and use this view to do their own dispatching for minor situations. By default, fire sees all fire and police see all police, but an agency may want to only see their own agency calls. To do that we would need to set up two different logins. Rick

suggests a single login that everyone would use to have such access, but security concerns must be addressed. There's also a version that has the ability to play sounds. This way a sound would play to alert the agency of what's going on. Rick would give the agencies a specific surge sign on time of probably 12 hours. This way an agency can view a few calls as apposed to a full screen of calls on CAD.

Jeff Johnson requests approval for such a sign on. Dan Tushaus makes the Motion. Matt Pinter seconded the Motion. All were in favor.

John Dahms makes the Motion to adjourn the meeting. Steve Marks makes a request to set the next meeting ahead one week to March 13, 2006. Dan Tushaus makes the Motion to adjourn meeting until March 13, 2006. Steve Marks seconded the Motion. All were in favor.

Next Scheduled Meeting:
Waukesha County Communications
Monday March 13, 2006
Time: 13:00 to 15:00

Minutes approved by:

Name: _____
Commission Chair/Co-Chair

Signature: _____

Date: _____